

**SUBJECT:** CenterPoint Energy: Winter Storm Status – Update #4 – January 26, 2026

**NOTICE DATE:** January 26, 2026

**NOTICE TYPE:** Informational

**SHORT DESCRIPTION:** Winter Storm Status – Update #4

**INTENDED AUDIENCE:** Retail Electric Providers

**LONG DESCRIPTION:** CenterPoint Energy is initiating steps to return to normal operations with over 99 percent of our customers having power across all counties. During this transition teams remain available to actively repair weather-related damages and restore power as soon as possible.

DNP orders remain suspended in all counties **through noon Tuesday, January 27, 2026**. DNP orders received during this suspension period will complete unexecute using the T022 - Force Majeure Event code.

CenterPoint Energy will conduct our last market call for this event today at 3:00 p.m.

**Safety reminder: Wires down**

The company reminds customers and community members to always assume downed lines or wires are energized and potentially dangerous if contacted. Stay at least 35 feet away from downed power lines or fallen wires and keep a safe distance from objects touching downed lines (tree limbs, vehicles, fences, etc.) and immediately report downed power lines to CenterPoint.

**Yellow** = Updated since last notice

**White** = No new updates

Market Call	
<b>Date/Time</b>	<b>01/26/2026 3:00 P.M. – 3:30 P.M.</b>
<b>Meeting Location</b>	<b>Microsoft Teams meeting</b> <b>Join:</b> <a href="https://teams.microsoft.com/meet/22492769577005?p=JyWWQe13H0hfx3x9f">https://teams.microsoft.com/meet/22492769577005?p=JyWWQe13H0hfx3x9f</a> <b>Meeting ID: 224 927 695 770 05</b> <b>Passcode: gB7t4W2o</b>
	<a href="#">Need help?   System reference</a> <b>Dial in by phone</b> <a href="tel:+18326802989">+1 832-680-2989</a> , <a href="tel:+127279895">227279895</a> # United States, Bammel

[Find a local number](#)

Phone conference ID: 227 279 895#

Join on a video conferencing device

Tenant key: [teams@video.centerpointenergy.com](mailto:teams@video.centerpointenergy.com)

Video ID: 118 648 245 0

[More info](#)

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

For call in (audio only): use \*6 to mute & unmute

**Restoration Status**

<b>Approx. # of customers currently without power</b>	1,214
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<b>Approx. Peak # of customers without power</b>	N/A
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<b>Projected date that the majority of customers will be restored</b>	N/A
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<b>Mutual assistance personnel engaged</b>	No
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<b>Most recent press release</b>	N/A
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**Customer Communications**

<b>Outage map status</b>	Active
<b>Estimated time of restoration available?</b>	Available
<b>Power Alert Status</b>	Active
<b>Contact Center - Service Request Line Status</b>	Normal
<b>Contact Center - New Construction Line Status</b>	Normal
<b>Contact Center – CR Hotline Status</b>	Normal
<b>Outage Reporting Tools</b> (Please share with your customers)	
<b>Outage Tracker</b>	<a href="#">Outage Tracker</a>
<b>Power Alert Service</b>	<a href="#">Power Alert Service®</a>
<b>Action Center App</b>	<a href="http://CenterPointEnergy.com/ActionCenter">CenterPointEnergy.com/ActionCenter</a>
<b>Metering Status</b> (During a customer’s power outage, interval and daily data may be estimated until power is restored, and the gap retrieval process replaces the estimated data with actual data, if available.)	
<b>LSE data delivery status to ERCOT and</b>	Normal

<b>Smart Meter Texas</b>	
<b>867_03 and 810_02 EDI delivery</b>	Normal
<b>Gap retrieval status</b>  <b>(Gap retrieval is the automated process that attempts to reconcile missing intervals by obtaining actual intervals from the meter once power is restored at the ESI ID)</b>	Normal
<b>Mobile generation deployments ?</b>	No Mobile generation deployments.
<b>EDI Transactions</b>	
<b>Move-ins, Move-outs and Switches</b>	Normal processing
<b>Disconnect for Non-payments (DNPs)</b>	<b>Please note, CNP will complete unexecute Disconnect for Non-payment (DNP) orders received through noon Tuesday, January 27, 2026, using the T022 - Force Majeure Event code.</b>
<b>Safety Nets Required?</b>	No

**ADDITIONAL INFORMATION:** This will be the final market notice for this event and the final market call will be held today at 3:00 P.M.

**CONTACT:** If you have any questions regarding this notification, please send an email to [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com)



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**CenterPoint Energy** | Electric Market Operations

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